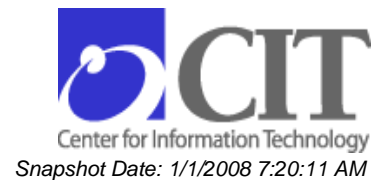


Customer Service Report for ASB

For the period: Saturday, December 01, 2007 12:00:00 AM to Monday, December 31, 2007
11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ASB	Web	Other	DCS	ASB	Other	DCS	ASB	Other	To Close
Accounts											
Access/Login	1	0	0	0	0	0	0	0	1	0	25
General Info	1	0	0	0	0	1	0	0	0	0	0
Password Reset	1	0	0	0	0	1	0	0	0	0	0
ASR											
Colocation-ON	0	0	0	4	0	2	0	0	2	0	0
Other	1	0	0	10	0	2	0	0	9	0	1
Unix	0	0	0	9	0	0	0	0	9	0	0
Connectivity											
VPN	0	1	0	0	0	0	0	1	0	0	10
OS/390											
General Info	1	0	0	0	0	1	0	0	0	0	0
Printer/VPS	0	0	0	30	0	1	0	0	29	0	0
Grand Total:	5	1	0	53	0	8	0	1	50	0	1

Total Tickets Closed:	51
Total Tickets Assigned/Pending/Checked Out:	8
Total Tickets Created:	59